GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:827
ANSWERED ON:20.07.2017
High Charges on Cancellation of Air Tickets
Ahlawat Smt. Santosh;Kushawaha Shri Ravindra;Nayak Shri B.V.;Saraswati Shri Sumedhanand

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government is aware that the airlines are charging high prices on cancellation of flight tickets;

(b) if so, the details thereof and the action taken by the Government in this regard;

(c) whether the Government proposes to fix the charges for cancellation of tickets and issuance of new air tickets;

(d) if so, the details thereof; and

(e) if not, the reasons therefor?

Answer

The Minister of State in the Ministry of CIVIL AVIATION
(Shri Jayant Sinha)

(a) and (b): Under the provision of existing regulations, airlines are free to establish reasonable charges/fees for the services being offered by them which include charges for cancellation of pre-booked tickets also. It has been observed that airlines have made the cancellation charge time sensitive. The cancellation charges vary depending upon class of tickets i.e. economy & business, fare level and time before departure.;

(c) to (e): With regard to air fares, factual information is as follows:;;
Air fares are not regulated by the Government. Under the provision of Sub-Rule (1) of Rule 135, Aircraft Rules 1937, airlines are required to fix reasonable tariff having regard to all relevant factors, including the cost of operation, characteristics of service, reasonable profit and the generally prevailing tariff. Air fare so established by the airlines is required to publish on their respective website under the provision of Sub Rule (2) fo Rule 135, Aircraft Rules 1937.;
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Airline remains compliant to the regulatory provision of Rule 135 as long as the fare charged by them does not exceed the fare established which includes the services being offered by them and displayed on their website.